



MATERIEL

Dispatch

LOGISTICS MANAGEMENT NEWSLETTER

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**Office of Acquisition
and Materiel Management**



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FALL 2002

A MESSAGE FROM GARY J. KRUMP

DEPUTY ASSISTANT SECRETARY FOR
ACQUISITION AND MATERIEL MANAGEMENT

Your Supply, Processing, and Distribution (SPD) Advisory Group

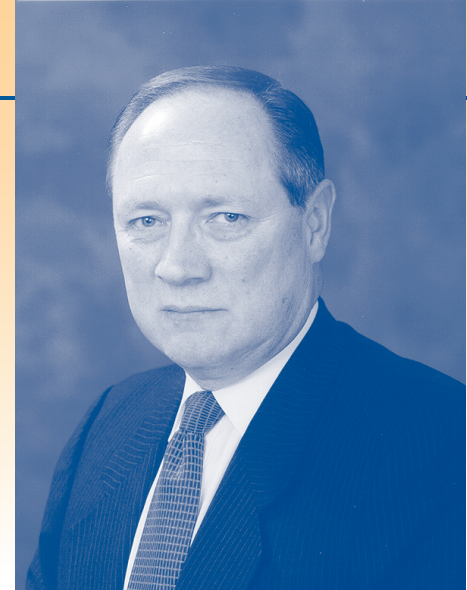
Greetings to all. I would like to take a few minutes to tell you about the role of the SPD Advisory Group and to define the different functions they participate in and how their work benefits the outcome we anticipate: the care and treatment we provide to veterans. I am particularly pleased to provide you this insight because their accomplishments have not only met but also have exceeded my expectations when I chartered this Group several years ago.

This Group was created to act in an advisory capacity to the Deputy Assistant Secretary for Acquisition and Materiel Management to recommend policy and procedural guidance for the SPD program. The following vision and mission statements define the purpose of the Group.

Vision – “A team of dedicated people creating partnerships with the field’s SPD program officials to achieve excellence in patient care.”

Mission – “To insure that SPD program issues are properly addressed and implemented now that many medical center SPD activities operate under new organizational structures.”

The SPD Advisory Group consists of one representative from each of our Veterans Integrated Service Networks (VISN) and a Group Director from VA Central Office (VACO). The members have been assigned to four subgroups: Training and Development, Communication and Automation, Best Practices, and the Functional Assessment. These subgroups are working together to



provide the SPD community with the tools needed to accomplish the Vision and Mission statements. I would like to tell you a little about each subgroup, what they have accomplished, and what they are presently working on.

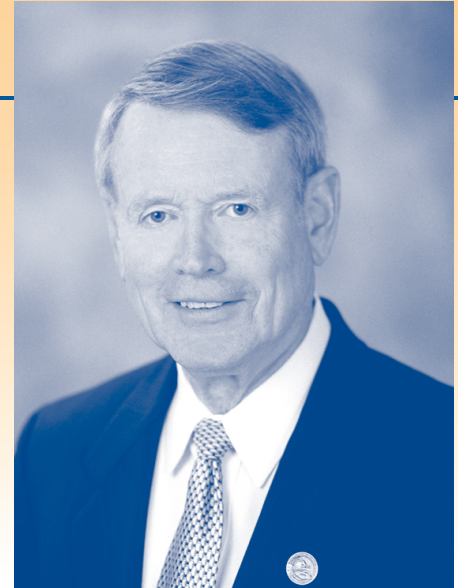
The Training and Development Subgroup has written numerous Training Guides, 15 of which are on the OA&MM website (vawww.webdev.med.va.gov/oa&mm/field/advisory/spd). They are in the process of having eight additional training guides added to that site. They were responsible for creating the new SPD Chief/Technician of the Year awards program. They have worked with the VACO staff in preparing training programs and agendas for new managers and new SPD Chiefs. They are in the process of updating the SPD Self-Evaluation Guide, developing new SPD training videos, and updating current SPD training videos.

The Functional Assessment Subgroup has been working on the SPD staffing module, which is ready for release. This process began in 1998 when the SPD Advisory Group accepted the challenge of assessing appropriate staffing levels in SPD. The Group has asked me to pass on a very special thank you to those facilities that

(Continued on page 4)

A MESSAGE FROM CHARLES E. ROBERSON

ASSOCIATE DEPUTY ASSISTANT SECRETARY FOR
PROGRAM MANAGEMENT AND OPERATIONS



National Item File (NIF)

In October of 2001, a committee was chartered to provide Mr. Gary J. Krump, Deputy Assistant Secretary (DAS) for Office of Acquisition and Materiel Management (OA&MM), with recommendations to design, develop, and implement a NIF. The committee fulfilled its charter on May 28, 2002, after providing the recommendations to Mr. Krump. The responsibility for creating the NIF has been assigned to the office of Program Management and Operations. The NIF has passed the conceptual stage and is moving into development.

The development of the NIF will be a tremendous task that impacts virtually every VA employee. The NIF will bring together information from the Department of Defense and international organizations, such as the United Nations Development Program.

The first initiative is the replacement of the VA financial and logistical infrastructure, known as IFCAP, by the coreFLS system. To meet the requirement for coreFLS, the information contained within the NIF will be expanded beyond current IFCAP capabilities. These expansions include the addition of the Universal Product Number (UPN) and the United Nations Standard Products and Services Code (UNSPSC).

The second initiative is the report developed by the Procurement Reform Task Force (PRTF) that addresses the need for standardized data across VA. The development of the NIF is on the fast track to meet the demands of the PRTF report. The report states that VA will "immediately begin

building a NIF to be used in IFCAP by all facilities within 6 months."

The third initiative is national visibility of all medical products available in the event of a national disaster, as required by Section 2801 of the National Preparedness Plan. The effort required of VA is: "The Secretary shall develop and maintain a centralized system for tracking the current location and availability of pharmaceuticals, medical supplies, and medical equipment throughout the Department health care system in order to permit the ready identification and utilization of such pharmaceuticals, supplies, and equipment for a variety of purposes, including response to a chemical or biological attack or other terrorist attack."

As you can see, the development of the NIF will be far-reaching and will have responsibilities beyond our current mission. The expected results of developing the NIF will allow standardization of the existing item files across VA, provide a clean and complete NIF for coreFLS, and identify product availability across the Nation.

(Message from Gary J. Krump continued...)

provided data which was used in the format of this staffing module.

This Subgroup is presently involved with the Office of Personal Management (OPM) in an effort to review our position classification (0622) series. It is our hope that a review of the classification will lead to possible higher grades for our technicians and having those grades standardized throughout the country.

The Best Practice Subgroup is responsible for writing Standard Operating Procedures (SOPs). A check of the OA&MM website will provide you with about 50 SOPs that can easily be downloaded and used as a baseline for writing your facility's specific SOPs based on your program needs. If you can think of a subject or task that you feel needs a SOP, this Subgroup would like to know. Please contact your VISN SPD Advisor. They will be glad to assist you in contacting the leader of this Subgroup.

The Communication and Automation Subgroup has been providing tips in almost all areas of the SPD automation programs, i.e., IFCAP and GIP. They have also provided SPD with tips on Internet and Intranet access. They continue to update and maintain membership/telephone listings of the SPD Advisory Group members, their alternates, and SPD program managers at all SPD operations. A synopsis of the Subgroup would read like this: The Automation and Communication Subgroup establishes systematic tools to assist SPD functions in managing automated inventories. They update alignment tools and graphs for SPD locations to identify key SPD staff in the field. They assist the Standardization Subgroup in identifying SPD specific items for standardization. The Subgroup has strongly indicated that they would like to be involved in the coreFLS program, with group participation on the Case Cart modules, Item Master File, and Master Item File.

I hope this gives you a better understanding of the functions of the SPD Advisory Group. I am sure you can see we have accomplished much and that we have more work ahead of

us. As I have stated in this message, go to our web page; see what we have to offer; and download those training guides, SOPs, and tips. If you have any suggestions, ideas, or comments, contact your VISN SPD Advisor. The members names by VISN and telephone numbers are listed on the website.

Once again, our Web Page address is:

(vawww.webdev.med.va.gov/oa&mm/field/advisory/spd)

MATERIEL MANAGEMENT ANNUAL



The 2nd Annual Materiel Management Awards for Outstanding Supply, Processing, and Distribution (SPD) Managers, Materiel Managers, and Technicians is now upon us! Take this golden opportunity to recognize and reward individuals for their professional excellence.

The award is intended for person(s) responsible for the daily operations of SPD, the section that performs the decontamination, set assembly, sterilization, and distribution of med/surgical supplies, etc., within the facility. In many facilities, the name may be changed to Materiel Management, Central Processing, Product Line Supervisors, and so on. **Current SPD Advisory Group members are not eligible.**

Rating criteria has been sent to each VISN Chief Logistics Officer (CLO) who disseminated the information to each facility Director. The facility Director then disseminated it to the appropriate SPD authority.

Facility Directors' offices reviewed and forwarded the completed award recommendations to their designated VISN SPD Advisory Group representative. The VISN SPD Advisory Group

member forwarded all nomination packets from their VISN to the National Selection Panel, VACO Program Assistance Staff, on **August 30, 2002**, for review and selection of the winners in all categories.

The Panel will review each submission and will make two award selections in each of the three categories:

- Chief/Supervisory Manager/Lead, SPD, and SPD Technician of the Year (this is if the complete SPD is still in tact).
- Chief/Supervisory Manager/Lead, SPD Preparation and Decontamination, and SPD Technician of the Year (this is for the SPD section with only Preparation and Decontamination).
- Chief/Supervisory Manager/Lead, SPD Ward Distribution, and SPD Technician of the Year (this is for the SPD section with only Ward Distribution).

The employee for the Chief/Supervisory Manager/Lead, SPD is the one that is responsible for the daily functions within SPD and includes all employees in the three different categories in those positions. There will also be one runner-up in each category that will receive an honorable mention.

For nomination criteria, go to:

<http://www.va.gov/oa&mm/field/advisory/spd/>

Or contact one of the SPD Advisory Training and Development Subgroup members:

VISN 23 – Terry Bolduc, Minneapolis, MN – 612-725-2000 x2536

VISN 12 – Cathy Hellenbrand, Madison, WI – 608-256-1901 x11210

VISN 16 – Laura G. Watts, Fayetteville, AR – 479-444-5002

VA SPD ADVISORY TRAINING GROUP

PERSONAL PROPERTY MANAGEMENT END-OF-YEAR REPORTS

The end of the fiscal year is approaching, and the following reports will be due:

Equipment Purchased, Delivered, Not Installed
(Equipment not installed 180 days after receipt with an acquisition value of \$100,000 or greater) VA Directive 7127

Annual Certification of Year-End Properties VA Directive 7127

Property Furnished to Any Recipient Other Than a Federal Agency VA Directive 7343

Annual X-ray Film Usage Survey
(Due by October 10, 2002, to Somerville Asset Management Service) VA Directive 7345

Annual Report of Utilization and Disposal of Excess and Surplus Property VA Directive 7345

Annual Report of Negotiated Sales VA Directive 7345

Annual Report of Property Disposed of Pursuant to Exchange/Sale Authority VA Directive 7346

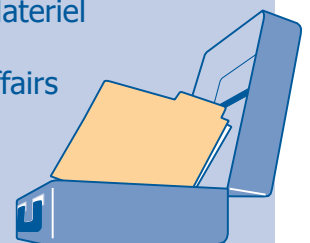
Metric Report VA Directive 0100

Value Engineering Report
(Report must be coordinated with Engineering and Contracting – Due by December 1, 2002) OMB Circular A-131

Reports are to be mailed to:

Office of Acquisition and Materiel Management (0492A)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

F. Martinez



BUSINESS REVIEW

Common Findings

In the last issue of the Materiel Dispatch – Spring 2002, we brought you some common findings contrary to VA Directive 7176. In this issue, we will look at deficiencies in the areas of Personal Property Management (PPM) and Warehouse. The information provided can be utilized to identify and develop needs, gather data for resource requests, and identify methods to improve performance. The following are common findings from previous Business Review Site Visits.

1. Common findings contrary to VA Directive/Handbook 7125 "General Procedures:"

- (a) Report of Survey Register was not established/maintained and documentation was incomplete and/or there was no follow-through of recommendations.
- (b) Delegation of staff to Report of Survey Boards was not established.

2. Common findings contrary to VA Directive/Handbook 7127 "Materiel Management Procedures:"

- (a) Delegation of Authority file of employees authorized to receipt for equipment, supplies, and services was not current and/or available in PPM.
- (b) Excess property turned in was not inspected by or assigned a condition code by Engineering Service.
- (c) Equipment excess to the facility was not circularized (advertised) in accordance with established excess procedures.
- (d) Adjustment vouchers were not signed by the correct level of authority.
- (e) Revocable licenses were not generated and/or the files were not maintained for equipment loaned by the facility.

- (f) Annual inventory of warehouse stock was not accomplished. Adjustments to posted stock were not investigated prior to processing.
- (g) Equipment Inventory Listing (EIL) schedule was not current or completed.
- (h) Inventory of nonexpendable equipment was not accomplished within the anniversary date.
- (i) Spot checks of EILs were not accomplished and/or documented.
- (j) Monthly reconciliation of EIL and Supply Fund accounts was not accomplished.
- (k) Required semiannual and annual reports were not completed and submitted to VACO.
- (l) A copy of the processed turn-in was not filed with the appropriate EIL.

3. Common findings contrary to VA Directive/Handbook 7128 "Storage and Distribution:"

- (a) Warehouse space report was not current and/or on file in the warehouse manager's office.
- (b) Space layout drawing was not available and/or posted in strategic locations.
- (c) Flammable items were not stored in appropriate cabinet/room.
- (d) No cleaning schedule was developed, documented, and implemented for the warehouse. Shelving and supplies have excessive dust and debris.
- (e) Property withheld from issue was not clearly marked and physically segregated into a nonissuable area.
- (f) Eye wash stations were not inspected/maintained on a regular basis.
- (g) Emergency spill kits were not available.
- (h) Required signage was not posted.
- (i) Personal Protective Equipment (PPE) was not available and/or worn by staff.

- (j) Individual training records were not current, maintained, and available in the warehouse manager's office for 1 year, as required.
- (k) Receiving discrepancies were not processed and/or followed-through in a timely manner (3 business days).

4. Common findings contrary to VA Directive/Handbook 7343 "Utilization of Personal Property:"

- (a) Annual "housecleaning" campaign to identify items which may be excess to program requirements was not accomplished.
- (b) Required annual reports were not prepared and/or submitted in accordance with the directive.
- (c) Disposal of excess personal property was not in accordance with current VA regulations.

5. Common findings contrary to VA Directive/Handbook 7345 "Sale, Abandonment, or Destruction of Personal Property:"

- (a) Abandonment or destruction of surplus personal property was not approved by the proper authority (Program Official – less than \$5,000; Facility Head – greater than \$5,000).
- (b) Silver Recovery – There was no written procedure for the facility silver recovery program, annual usage survey was not submitted, operating instructions/related procedures were not posted near the silver recovery unit(s), and PPE was not available/worn when working with the recovery unit(s).

6. Common findings contrary to VA Directive/Handbook 7346 "Utilization and Disposal of Personal Property Pursuant to Exchange/Sale Authority:"

- (a) Exchange/sale of property was not properly documented. The Head Contracting Authority (HCA) did not sign administrative

determinations. Documents (bids) were not processed through contracting and did not have the appropriate required signatures of the program official and/or HCA.

- (b) Required annual reports were not prepared and/or submitted in accordance with the directive.

7. Common findings contrary to VHA Handbook 1761.2 "VHA Inventory Management:"

- (a) Generic Inventory Package (GIP) was not fully utilized to maintain inventory of primary and secondary inventory points.
- (b) Staff was not fully trained in the use/maintenance of the GIP.
- (c) Stock was in excess of the maximum 30-day level. Storage areas were not cleaned on a regularly scheduled basis. Stock was not properly rotated, resulting in a turn-rate of less than nine.

SPD – POLICY CLARIFICATION Event-Related Sterility

There have been several questions and even a request for a waiver to the VA policy on shelf life of hospital sterilized medical devices. The VA policy, as outlined in VA Directive/Handbook 7176, is in line with the FDA's Good Manufacturing Practices, The Association of periOperative Registered Nurses (AORN) position statement, and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) requirements. I will address some of the common misunderstandings regarding medical device shelf life.

No requests for waivers to the requirement for dating hospital sterilized medical devices have been approved. Program offices in Central Office in-patient care services, including Infectious Diseases and Risk Management, have reviewed the VA policy, and the recommendations are that the policy remains unchanged.

There are several misunderstandings regarding shelf life that are not correct. VA Directive/ Handbook 7176, Part 6., 604g, clearly states: "sterility is event related, not time related." The expiration dated assigned to the package has to do with the safe use of the device due to degradation and inventory control. Except for those items that are packaged in breathable material, such as linen or paper, and not properly sealed in a dust cover, they have a 30-day shelf life. The only instance for which event-related sterility is **not advisable** is when using medication or materials that deteriorate over time, such as latex. All medical devices have a shelf life; some have the date stamped on them and others have the date coded in their lot control number. Every reusable item that is packaged and sterilized in a medical center that has been used or exposed to blood and body fluid, cleaning chemicals, cleaning processes, and sterilization agents can cause the item to deteriorate with time. This includes stainless steel scissors which become dull or ring forceps that become stiff, thus affecting the shelf life of these items.

Event-related dating does not mean indefinite shelf life. Some people refer to several professional organizations for policy. Those organizations do not set VA policy, but they do have recommended standards. For example, the AORN position statement is often mentioned, and that position supports VA policy: "the opportunity for a contaminating event increases over time. However, studies have shown the shelf life of **some** package items to extend up to and beyond 50 weeks." VA policy is 52 weeks (1 year) for items that are properly packaged in dust covers, peel packs, or containers. Items packaged in paper or muslin have a 30 day shelf life. See VA Directive/ Handbook 7176, Part 6, 604.

The AORN statement also mentions factors that affect shelf life of an item: (1) the type of materials used for packaging and methods of wrapping, (*This is also addressed in VA policy and is the reason for the requirement of the 30-day and 1-year.*); (2) whether dust covers are used and the methods for sealing dust covers;

(3) the number of times the package is handled and the number of different people handling the package (*This is impossible to document.*); and (4) storage conditions, such as open or closed shelves, cleanliness of the storage area, and the temperature and humidity of the storage area." The AORN statement also says: "Sterile items remaining on shelves and unused for a period of over 1 year should be evaluated as to the continued need for maintaining the item in a sterile state." VA policy addresses this and requires that the items be reprocessed completely to make sure the items are in proper working conditions and safe for patient use.

It is also often mentioned that the JCAHO has a "position statement," but it does not. It does require that facilities have a policy and procedure designating either time-related or event shelf life for hospital-sterilized items and for commercially prepared items that do not contain an expiration date. VA policy is that all hospital-sterilized items will have either a 30-day or 1-year shelf life depending on the packaging. For commercially prepared items, the policy is to contact the manufacturer for their validated shelf life and follow it. This is usually 2 to 5 years, depending on the device and packaging.

With regard to cost savings, if a medical center believes it could save a lot of money if they did not have a 1-year shelf life, we request that they provide this office with a list of items that require reprocessing due to the 1-year shelf life and the device not being used for our review and recommendations. Please provide the name of the device, the cost of the device, and the estimated date of the last time it was used. The items that are reprocessed are very expensive, and if they have not been used in 1 year, they must be reprocessed and checked for proper working conditions and reviewed for the need of keeping them. The VA Inspector General has found millions of dollars worth of supplies that are in excess to VA needs; these items are disposable commercial items. Reusable devices are much more expensive, and this inventory must be managed also. It is possible that if your medical center is

reprocessing a lot of items that are not used within a year, you may have excess stock. We would like to review these items to aid us in making recommendations for you.

It is mentioned that saving human resources (manpower) could be achieved by not checking for outdates. All items have a shelf life and must be checked. The storage areas must be cleaned on a regular basis, packages checked

for integrity, stock checked for rotation, and items checked for expiration dates. This applies to all medical items, not just hospital sterilized items or sterile items. There is no savings unless inventories are maintained correctly.

I hope I have provided you with the information needed to understand the policy. If you have any questions, please call me at 202-273-6056.

Bobby L. Osburn

SPD & Section

Question: Does VHA Directive 7176 allow the use of rapid readout in Pre-Vac sterilizers using the wrapped method?

Answer: Yes - with reading at 48 hours. The only benefit of using the rapid readout is if you are doing an implant and will require an early release signed by the Chief of Staff. The results of the rapid readout may be recorded on the form before sending it to the Chief of Staff for signature, provided that you have the 3 hours to wait.

Question: Is the use of rapid readout to be centralized in SPD or can Surgical Service do so using the wrapped method and a pre-vac cycle (the Sterilizers in Surgery have pre-vac capability, but are used in gravity displacement mode)?

Answer: The 3 hour, PRE VAC Rapid Readout, if used, is to be used in the SPD area ONLY, with a final reading at 48 hours.

Question: The directive says a reading "may" be taken in 3 hours. At what point can the materials be considered ready/safe to release (1 hour, 3 hours, 48 hours)?

Answer: The official reading will be taken at 48 hours. The only devices that are held for release until the results of the biological is known are implants, and they are held for the 48-hour reading. If an emergency arises and they are required before the results of the biological is known, a written release must be obtained from the Chief of Staff before the implant is released.

Question: I have always thought implants cannot be flash sterilized; am I correct?

Answer: YOU ARE CORRECT!

Question: What if the wrapped method, pre-vac cycle, is used?

Answer: THE POLICY DOES NOT CHANGE.

Question: I have advised Surgical Service that implants MUST be quarantined until the final reading (48 hours) regardless of using a rapid readout biological indicator. Is this correct?

Answer: YOU ARE CORRECT.

If you have any questions, please call Bob Osburn at 202-273-6056 or e-mail him at bobby.osburn@mail.va.gov

NEWS ALERT

Material Safety Data Sheets

Placement and review of Material Safety Data Sheet (MSDS) information can ensure that chemicals used within the work area are handled, stored, and disposed of in the safest manner possible, thereby, minimizing the risk to employees. Unfortunately, MSDS are often ignored until an incident happens or problems are encountered in locating an MSDS in the event of an exposure. MSDS should be regarded as valuable tools to ensure personnel safety. Each individual must be trained in using and understanding their value and purpose. In accordance with CFR 29 1910.1200, MSDS must be readily accessible during each work shift to employees when they are at their work area and especially during emergencies. MSDS must be in English and stored in alphabetical order. The intent is that an individual can easily obtain the information immediately in case of a spill or contamination.

C. Joseph



Change in Implementation of General Services Administration Xcess Xpress

At a recent meeting of the Interagency Committee on Property Management (ICPM), the General Services Administration (GSA) announced that it has been in discussions with the Defense Logistics Agency (DLA) to make significant changes in the Department of Defense (DoD) disposal process, reinstituting a DoD internal screening period. GSA has determined that there are many benefits to simultaneous implementation of Xcess Xpress and the DoD internal screening period. These changes will give GSA greater control over

excess and surplus property within DoD. Both DoD internal screening period and GSA's Xcess Xpress were implemented on April 22, 2002.

AL Lister

VA License Plates – On Line

You can now order your VA license plates via the Internet!

The VA Fleet Management Office, Elaine Jackson at 202-273-5859, has provided the following information.

Web site address: <http://www.unicor.gov>

Click on the word "Graphics."
Click on the word "Sample."
Click on the license plate icon.

First time users:

Click on New User.
Enter the required information and "Submit."

To login:

Type in your e-mail address.
Type in your Password (Created under "First Time User").
Select the type of plate you wish to order.
Enter the information for your request and submit.

Sandra Miller

DOWNLOAD PROBLEMS?

Personnel in the field have reported that they have a problem downloading VA directives from the OA&MM web site.

Problem:

1. The right side of the page does not print.
2. Only the first two pages of the document print.



The OA&MM Information Office technical staff informs us that the cause of the problems is in Microsoft Internet Explorer version 5.5. The solution to the problem is to upgrade your

browser to version 6.0. It is a free download from: <http://www.microsoft.com/downloads/search.asp> (2nd item listed).

VA CELEBRATES EARTH DAY

On April 22, 2002, VA employees joined people all over the world in celebrating Earth Day. To demonstrate concern for the environment, VA facilities hosted such events as "Recycling and Picnic Day" and "Clean Out Your Files Day." While some stations showcased their successful environmental programs, others used the occasion to launch a new initiative. All the activities shared a common theme - focusing attention on the environment and our responsibility to make it cleaner and healthier.

This same theme echoed throughout the Earth Day ceremony in VA Central Office.(VACO) In opening remarks, Charles E. Roberson, Associate Deputy Assistant Secretary for Program Management and Operations, reflected on the impact of Earth Day over its 32-year history. Back in 1970, former U.S. Senator Gaylord Nelson from Wisconsin organized the first national celebration with coast-to-coast events that attracted 20 million people. The success of the first Earth Day led to creation of the Environmental Protection Agency and to passage of the environmental laws we take

for granted today - the Clean Air Act, the Clean Water Act, and the Endangered Species Act.



The VA Central Office program also featured Associate Deputy Assistant Secretary for Management William H. Campbell, who represented VA's Environmental Executive, Principal Deputy Assistant Secretary for Management D. Mark Catlett. In summing up VA's environmental responsibilities,

Mr. Campbell said, "To put it simply, we

must do three things: reduce waste, recycle, and buy green." Buying green means purchasing environmentally friendly products that don't damage the environment.

Mr. Campbell applauded the special achievements of the Danville VA Medical Center whose outstanding environmental program earned White House recognition last year and the Salt Lake VA Medical Center named as the Federal Energy Saver Showcase facility in 2001 by the Department of Energy. He also noted with

pride, VA-wide success stories such as a perfect score from the General Services Administration for buying copier paper made from at least 30 percent recycled materials. Thanks to efforts of employees nationwide, VA dramatically improved its score from 3 percent compliance in 1996 to 100 percent last year.

VA Chief of Staff Nora E. Egan delivered a powerful message about VA's commitment to protect the environment for future generations. She expressed Secretary of Veterans Affairs Anthony J. Principi's personal support for this cause and his desire for VA to lead the Federal community in environmental efforts. The ceremony culminated with the presentation of VA's top environmental

award, the Closing the Circle Award, to the VA Palo Alto Health Care System.

VA employees expect to make a difference in the lives of veterans, and do so each and every day. Thanks to VA's strong environmental programs, we are making a difference in our environment too, helping to build cleaner, healthier communities where we work and live.

For more information on VA's environmental programs or an application for the 2003 Closing the Circle Award, please contact Freddie Martinez, Team Leader in the Office of Acquisition and Materiel Management Service at freddie.martinez@mail.va.gov or (202) 273-6119.

Anita Healy

MATERIEL DISPATCH

Gary J. Krump	Deputy Assistant Secretary for Acquisition and Materiel Management
Charles E. Roberson	Associate Deputy Assistant Secretary for Program Management and Operations
Editorial Board:	Chris Joseph Materiel Management Assistance Staff
Design:	Cynthia Pryor Publications Service

We encourage all constructive comments and recommendations on how to better serve our customers. Information and articles for publication are welcomed and should be sent to:

Materiel Management Policy, Training, and Operations (0492B)

Department of Veterans Affairs
810 Vermont Avenue N.W.
Washington, DC 20420
Telephone (202) 273-8834

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